

CLASSOUND SERVICE RESTRICTIONS PORTUGAL

Disclaimer

This document provides guidance on potential legal and regulatory restrictions for each country in which WILDIX EE OÜ provides its services. It also contains the contact details of the National Regulatory Authority (NRA). WILDIX EE OÜ does not guarantee that the information contained herein is complete, accurate or up to date. The information below may be adjusted and it is therefore highly recommended to consult this page on a regular basis. The information is not intended as a substitute for legal or regulatory advice. Any customer is solely responsible for the operation of his own business, for complying with any applicable legal and regulatory provisions, and for applying and obtaining the required license(s). WILDIX EE OÜ recommends that its customers seek advice on any legal and regulatory obligations and restrictions before using WILDIX EE OÜ's services. As a general rule, WILDIX EE OÜ's services cannot be used to trigger call-back services and collect calls.

Type	Category	Description
Legal or regulatory requirement	Address or identification requirements	Local address is required for nomadic numbers (030 range). This info will be sent to CLASSOUND within 24 hours of receiving the request, otherwise the number may be disconnected.
Legal or regulatory requirement	Calling Cards applications	A calling card business must be registered at the regulator.
Legal or regulatory requirement	Calling Cards applications	Calling card applications can only be used with numbers being part of the range ""882"".
Legal or regulatory requirement	Sub allocation	Customers shall use CLASSOUND's numbers for their own use and understand and agree that further assignment of these numbers to other third parties is not allowed.
Legal or regulatory requirement	Address or identification requirements	For geographical numbers the location of the end user (place of residence/business) corresponding to relevant geographic zone is required and the customer will submit to CLASSOUND the required proof of telecom services being provided to the address of the number before activating the number.

Legal or regulatory requirement	Address or identification requirements	For geographical numbers the customer will submit to CLASSOUND the required address proofs before activating the number and keep the information updated during use.
Service limitation	Reachability limitations	882 numbers are not reachable from mobiles.
Service limitation	Reachability limitations	DID and 800 numbers are reachable from the following fixed and mobile networks: MEO, PT Prime, NOS, Vodafone, ONI, NOWO, Colt, G9 & Dialoga
Service limitation	Compatibility issues	Compatibility issues have been reported for international fax transmissions.
Service limitation	Compatibility issues	SMS is not supported.
Service limitation	OUT	Currently 117 and 1415 are not reachable through OUT Emergency Services.
Service limitation	Reachability limitations	Outbound calling to Portugal Premium rate numbers is not supported.
Service limitation	OUT	Customer acknowledges and shall inform all end users of CLASSOUND emergency service that the public safety answering points (PSAPs) in Portugal are currently experiencing a technical error due to which they cannot read the location information of the 112 caller on their screens when a call is initiated and routed to 112. This technical issue impacts all market and is outside of CLASSOUND's control. The PSAPs will however be able to retrieve the location information either from the centralised database for emergency services, where CLASSOUND is publishing this information, or by calling CLASSOUND's 24/7 support department.

Disclaimer: This file is confidential and intended for customer use only.